

## NC-TOPPS CONFERENCE CALL MINUTES

July 16, 2012 -- 1:30-2:30 p.m.



### Participants

- Alliance Behavioral Health: Hilda Smith, Flora Burris, May Alexander
- CenterPoint: John Coble
- Coastal Care: Diocles Wells
- Cumberland: Rose-Ann Bryda
- East Carolina: Wylanda Smith
- Eastpointe: Paula Mauney, Brenda Carlyle
- Johnston: Tonya Smith
- MeckLINK Behavioral Healthcare: Paula Hall
- Partners Behavioral Health: Janet Noblett
- PBH: Kelly Allen
- Sandhills: Jennifer Moree
- Western Highlands: Kris Booker, Leslie Kingsbury
- Division of MHDDSAS: Becky Ebron
- NCSU Center for Urban and Community Affairs (CUACS): Jaclyn Johnson, Matt Krist, Donna Hughes,

1. **State Fiscal Year NC-TOPPS Guidelines:** The GAF Score was dropped from the NC-TOPPS interview and a list of services was added. (Service level data will be added to the Dashboard during the next fiscal year.) The NC-TOPPS Guidelines were changed to reflect the service hierarchy for consumers receiving multiple services by different providers at the same time. In the case of multiple services received simultaneously, the service in the highest level of the hierarchy “owns” the NC-TOPPS record. If the consumer no longer receives that service, the second service in the list takes over, etc. Other changes to the Guidelines pertain to consumer signatures on the NC-TOPPS interview and deletion of MH/SA Targeted Case Management from the list of required services.
2. **Consumer Record Number Changes:** LMEs who have become LME-MCOS should remind providers that until CUACS receives the new record numbers under the new LME-MCO and enters them into the NC-TOPPS system, providers must still submit updates under the old LME’s facility number.
3. **Update the NC-TOPPS Contact List:** LME-MCOs should send persons of contact, phone numbers and email addresses to NC-TOPPS staff by Monday, July 23.
4. **Training:** Save the date! NC-TOPPS Training will be held in Raleigh on November 28 and 29, 2012. The training will focus on use of the NC-TOPPS system and how to use NC-TOPPS data. More information to come.
5. **Training Tips:** In an effort to build a “learning community” around NC-TOPPS, Ebron asked if people wanted email communications to come out quarterly with useful training tips/helpful hints. DMHDDSAS will provide tips and if LMEs/providers are interested in sharing useful tips that can be shared with other LMEs and providers, please contact Becky Ebron at [Becky.Ebron@dhhs.nc.gov](mailto:Becky.Ebron@dhhs.nc.gov).
6. **Focus Groups:** Early in the next calendar year, NC-TOPPS will hold focus groups concerning edits to the NC-TOPPS system. The focus groups will include provider and LME representatives. More information to come.
7. **General Questions and Concerns from Conference Call Participants:**
  - ~ Can you compare provider sites on the Dashboard? (*Yes, it’s a public site. We would like to hear comments from providers and LMEs on how they use the information on the dashboard to share in the November training.*)
  - ~ What is the status of the email reminders for updates due? (*It has moved up on the list of priorities.*)
8. **Roll Call**
9. **Next LME Monthly Call Meeting:** \*\*\*September 17, 2012 1:30 p.m.\*\*\*